

Products...FEA...SRM...Definitions

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1. FEA Service Component Reference Model (SRM)

The Service Component Reference Model (SRM) is a business-driven, functional framework that classifies Service Components with respect to how they support business and/or performance objectives. It serves to identify and classify Service Components that support federal agencies and their IT investments and assets. The model aids in recommending service capabilities to support the reuse of business components and services across the federal government.

The SRM, constructed hierarchically, is structured across horizontal service areas that, independent of the business functions, can provide a leverage-able foundation for reuse of applications, application capabilities, components, and business services. The three nested services areas are (1) the Service Domain, (2) the Service Type, and (3) the Service Component.

Service Domains provide a high-level view of the services and capabilities that support enterprise and organizational processes and applications. Service Types group similar capabilities in support of the domain. Service Components provide specific services required by the business.

The Federal Enterprise Architecture Program Management Office (FEAPMO) developed the SRM in cooperation with the Solution Architect's Working Group (SAWG), Federal Agencies, the Industry Advisory Council (IAC), and the Architecture and Infrastructure Committee (AIC).

1.1. Customer Services Domain

The Customer Services Domain defines the set of capabilities that are directly related to an internal or external customer, the business's interaction with the customer, and the customer-driven activities or functions. The Customer Services Domain represents those capabilities and services that are at the front end of a business and interface at varying levels with the customer.

1.1.1. Customer Relationship Management

Capabilities within this Service Type are used to plan, schedule, and control the activities between the customer and the enterprise, both before and after a product or service is offered.

1.1.1.1. Call Center Management

Handle telephone sales and/or service to the end customer.

1.1.1.2. Customer Analytics

Allow for the analysis of an organization's customers, as well as the scoring of third-party

information as it relates to an organization's customers.

1.1.1.3. Sales and Marketing

Facilitate the promotion of a product or service and capture of new business.

1.1.1.4. Product Management

Facilitate the creation and maintenance of products and services.

1.1.1.5. Brand Management

Support the application of a trade name to a product or service as well as developing awareness for the name.

1.1.1.6. Customer / Account Management

Support the retention and delivery of a service or product to an organization's clients.

1.1.1.7. Contact and Profile Management

Provide a comprehensive view of all customer interactions, including calls, email, correspondence, and meetings; also provides for the maintenance of a customer's account, business and personal information.

1.1.1.8. Partner Relationship Management

Provide a framework to promote the effective collaboration between an organization and its business partners, particularly members of the distribution chain (e.g., channel and alliance partners, resellers, agents, brokers, and dealers) and other third parties that support operations and service delivery to an organization's customers; includes performance evaluation of partners, if necessary.

1.1.1.9. Customer Feedback

Is used to collect, analyze and handle comments and feedback from an organization's customers.

1.1.1.10. Surveys

Are used to collect useful information from an organization's customers.

1.1.2. Customer Preferences

Capabilities within this Service Type allow an organization's customers to change a user interface and the way that data is displayed.

1.1.2.1. Personalization

Change a user interface and how data is displayed.

1.1.2.2. Subscriptions

Allow a customer to join a forum, listserv, or mailing list.

1.1.2.3. Alerts and Notifications

Allow a customer to be contacted in relation to a subscription or service of interest.

1.1.3. Customer Initiated Assistance

Capabilities within this Service Type allow customers to proactively seek assistance and service from an organization.

1.1.3.1. Online Help

Provide an electronic interface to customer assistance.

Links to Z32 (listed alphabetically)	
Name	Description
EA40-002	<p>Name: Veteran Information System (VIS)</p> <p>Description: A Web-based Uniformed-Service History database - available to all business lines across the VA-Intranet. VIS provides early notification of discharge status on recently discharged veterans.</p> <p>Type: "Business Component" VIS is a Sharable Information Resource (supported by a Web-based Query Tool across the VA Intranet).</p> <p>Origin: VIS is currently funded under the One-VA Registration-Eligibility Program.</p> <p>Status: VIS is a usable production pilot with limited concurrent user capacity. It is transitioning into full production during fourth quarter FY-2005.</p>

	<p>Availability: Currently available to all VISNS and Regional Offices (with temporary limits on the number of concurrent users).</p> <p>VA-POC: Leslie Douglas-Jones (PM), 202-565-8542, Leslie douglas-jones@mail.va.gov</p> <p>Source: Registration Eligibility Program BY-2006 (Ex-300) Budget Request</p> <p>Information Date: 09/2004</p>
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1.1.3.2. Online Tutorials

Provide an electronic interface to educate and assist customers.

1.1.3.3. Self-Service

Allow an organization's customers to sign up for a particular service at their own initiative.

1.1.3.4. Reservations / Registration

Allow electronic enrollment and confirmations for Services.

Links to Z32 (listed alphabetically)	
Name	Description
EA40-001	<p>Name: Veteran Registration Process & Veteran Identification Data Repository</p> <p>Description: A Process for collecting and disseminating sharable veteran registration Information, collected from the veteran - one time - and then usable by all business lines and business locations.</p> <p>Type: "Business Component System" A sharable business process component and sharable information resource component.</p> <p>Origin: Funded under the One-VA Registration Eligibility Program.</p> <p>Status: Development Project Underway & currently being re-baselined to re-define requirements.</p> <p>Availability: Sharable Component will be Available</p>

	<p>upon Development Project Completion (Approximately 2007).</p> <p>VA-POC: Fran Parker (PM), 202-565-7846, fran.parker@mail.va.gov</p> <p>Source: Registration Eligibility Program BY-2006 (Ex-300) Budget Request</p> <p>Information Date: 09/2004</p>
EA40-003	<p>Name: DIMHRS-VA Integration Initiative</p> <p>Description: DIMHRS-VA Integration is an unfunded mandate to assure that the emerging DoD/DIMHRS standard uniformed-service H/R and Payroll system is compatible with the needs of VA for service-history information reporting, and that VA's legacy systems are prepared to receive DIMHRS-formatted data when it becomes available.</p> <p>Type: "Business Component" Information technology data interoperability assurance initiative which applies to all veteran servicing business lines.</p> <p>Origin: Managed through the DoD/VA Benefits Executive Council (BEC) and through the VA/DoD DIMHRS working group.</p> <p>Status: A separately funded program has not been established to support this effort. This initiative is currently in the requirements validation stage.</p> <p>Availability: This initiative will result in specifications for remediating all of VAs legacy systems to accept DoD data in the new DIMHRS format. The initiative will utilize a common data warehouse for all service history data. This approach eliminates the necessity of developing a separate solution for each business line.</p> <p>VA-POC: Tom Lloyd (PM) , 02-273-7004, tom.lloyd@vba.va.gov, or Bonny Miranda (WG Chair), 202-273-7429, Bonnie.miranda@vba.va.gov.</p> <p>Source: BEC and DIMHRS Working Group meeting minutes & briefings (FY 2004/2005).</p> <p>Information Date: 11/2004</p>

1.1.3.5. Multi-Lingual Support

Allow access to data and information in multiple Languages.

1.1.3.6. Assistance Request

Support the solicitation of support from a customer.

Links to Z32 (listed alphabetically)	
Name	Description
EA40-004	<p>Name: Veterans Benefits Reference System (VBRS)</p> <p>Description: Provides a Web-accessible Knowledgebase of VA benefit programs and State benefit programs that will be used by all VA contact centers to assure that veterans receive complete and consistent information about benefit programs from all VA sources.</p> <p>Type: "Business Component System" Sharable Information Resource (Web-Accessible Knowledgebase, accessible across the VA Intranet).</p> <p>Origin: VBA-Developed Web-accessible Knowledgebase. VBRS is currently funded through the One-VA Contact Management Program.</p> <p>Status: VBRS is Currently under development. Operational capability can be demonstrated with about 25% content present. Most of the content has been authored and organized; approximately 25% has been converted to HTML Web pages.</p> <p>Availability: Component Available upon Development Project Completion (Approx 2006).</p> <p>VA-POC: Fran Parker (PM), 202-565-7846, fran.parker@mail.va.gov.</p> <p>Source: Contact Management Program BY-2006 (Ex-300) Budget Request.</p> <p>Information Date: 09/2004</p>

1.1.3.7. Scheduling

Define the set of capabilities that support the plan for performing work or service to meet the needs of an organization's customers.

1.2. Process Automation Services Domain

The Process Automation Services Domain defines the set of capabilities that support the automation of process and management activities that assist in effectively managing the business. The Process Automation Services domain represents those services and capabilities that serve to automate and facilitate the processes associated with tracking, monitoring, and maintaining liaison throughout the business cycle of an organization.

1.2.1. Tracking and Workflow

Capabilities within this Service Type are provide automatic monitoring and routing of documents to the users responsible for working on them to support each step of the business cycle.

1.2.1.1. Process Tracking

Allow the monitoring of activities within the business Cycle.

1.2.1.2. Case Management

Manage the life cycle of a particular claim or investigation within an organization to include creating, routing, tracing, assignment, and closing of a case as well as collaboration among case handlers.

1.2.1.3. Conflict Resolution

Support the conclusion of contention or differences within the business cycle.

1.2.2. Routing and Scheduling

Capabilities within this Service Type provide automatic directing, assignment, or allocation of time for a particular action or event.

1.2.2.1. Inbound Correspondence Management

Manage externally initiated communication between an organization and its stakeholders.

1.2.2.2. Outbound Correspondence

Manage internally initiated communication between a management organization and its

stakeholders.

1.3. Business Management Services Domain

The Business Management Services Domain defines the set of capabilities that support the management of business functions and organizational activities that maintain continuity across the business and value-chain participants. The Business Management Services Domain represents those capabilities and services that are necessary for projects, programs, and planning within a business operation to successfully be managed.

1.3.1. Management of Process

Capabilities within this Service Type regulate the activities surrounding the business cycle of an organization.

1.3.1.1. Change Management

Control the process for updates or modifications to the existing documents, software or business processes of an organization.

1.3.1.2. Configuration Management

Control the hardware and software environments, as well as documents of an organization.

1.3.1.3. Requirements Management

Gather, analyze, and fulfill the needs and prerequisites of an organization's efforts.

1.3.1.4. Program / Project Management

Manage and control a particular effort of an organization

1.3.1.5. Governance / Policy Management

Influence and determine decisions, actions, business rules, and other matters within an organization.

1.3.1.6. Quality Management

Help determine the level that a product or service satisfies certain requirements.

1.3.1.7. Business Rule Management

Manage the enterprise processes that support an organization and its policies.

1.3.1.8. Risk Management

Support the identification and probabilities or chances of hazards as they relate to a task, decision, or long-term goal.

1.3.2. Organizational Management

Capabilities within this Service Type support both collaboration and communication within an organization.

1.3.2.1. Workgroup / Groupware

Support multiple users working on related tasks.

1.3.2.2. Network Management

Monitor and maintain a communications network in order to diagnose problems, gather statistics, and provide general usage.

1.3.3. Investment Management

Capabilities within this Service Type manage the financial assets and capital of an organization.

1.3.3.1. Strategic Planning & Mgmt

Support the determination of long-term goals and the identification of the best approach for achieving those Goals.

1.3.3.2. Portfolio Management

Support the administration of a group of investments held by an organization.

1.3.3.3. Performance Management

Measure the effectiveness of an organization's financial assets and capital.

1.3.4. Supply Chain Management

Capabilities within this Service Type plan, schedule and control a supply chain and the sequence of organizations and functions that mine, make, or assemble materials and products from

manufacturer to wholesaler to retailer to consumer.

1.3.4.1. Procurement

Support the ordering and purchasing of products and services.

1.3.4.2. Sourcing Management

Support the supply of goods or services as well as the tracking and analysis of costs for these goods.

1.3.4.3. Inventory management

Provide for the balancing of customer service levels with inventory investment.

1.3.4.4. Catalog Management

Support the listing of available products or services that an organization offers.

1.3.4.5. Ordering / Purchasing

Allow the placement of request for a product.

1.3.4.6. Invoice / Requisition Tracking and Approval

Support the identification of where a shipment or delivery is within the business cycle.

1.3.4.7. Storefront / Shopping Cart

Support the online equivalent of the supermarket cart, where orders and merchandise are placed.

1.3.4.8. Warehouse management

Provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labeling, and shipping.

1.3.4.9. Returns Management

Collect, analyze and resolve product returns or service cancellations

1.3.4.10. Logistics and Transportation

Provide for efficient freight and traffic management

1.4. Digital Asset Services Domain

The Digital Asset Services Domain defines the set of capabilities that support the generation, management, and distribution of intellectual capital and electronic media across the business and extended enterprise.

1.4.1. Content Management

Capabilities within this Service Type manage the storage, maintenance, and retrieval of documents and information of a system or website.

1.4.1.1. Content Authoring

Allow for the creation of tutorials, CBT courseware, web sites, CD-ROMs and other interactive programs.

1.4.1.2. Content Review and Approval

Allow for the approval of interactive programs.

1.4.1.3. Tagging and Aggregation

Support the identification of specific content within a larger set of content for collection and summarization.

1.4.1.4. Content Publishing and Delivery

Allow for the propagation of interactive programs.

1.4.1.5. Syndication Management

Control and regulate an organization's brand.

1.4.2. Document Management

Capabilities within this Service Type control the capture and maintenance of an organization's documents and files.

1.4.2.1. Document Imaging and OCR

Support the scanning of documents.

1.4.2.2. Document Referencing

Support the redirection to other documents and information for related content.

1.4.2.3. Document Revisions

Support the versioning and editing of content and documents.

1.4.2.4. Library / Storage

Support document and data warehousing and archiving.

1.4.2.5. Document Review and Approval

Support the editing and commendation of documents before releasing them.

1.4.2.6. Document Conversion

Support the changing of files from one type of format to another.

1.4.2.7. Indexing

Support the rapid retrieval of documents through a structured numbering construct.

1.4.2.8. Classification

Support the categorization of documents.

1.4.3. Knowledge Management

Capabilities within this Service Type identify, gather, and transform documents, reports and other sources into meaningful information.

1.4.3.1. Information Retrieval

Allow access to data and information for use by an organization and its stakeholders.

1.4.3.2. Information Mapping / Taxonomy

Support the creation and maintenance of relationships between data entities, naming standards, and categorization.

1.4.3.3. Information Sharing

Support the use of documents and data in a multi-user environment for use by an organization and its stakeholders.

Links to Z32 (listed alphabetically)	
Name	Description
EA40-007	<p>Name: Health Data Repository</p> <p>Description: Provides a repository of patient clinical information which has historically resided across numerous platforms. HDR makes this information accessible to clinicians and other personnel in support of patient health care. This resource forms a decision support system that is independent of the information's original location and gathering method.</p> <p>Type: "Business Component System" Sharable Medical Decision Support Information Resource.</p> <p>Origin: Health Data Repository Program – 2006.</p> <p>Status: Phase IV fully deployed into production by August 2005.</p> <p>Availability: Production platform has been established at the Austin Automation Center and is being populated with production data. Interim Messaging Solution scheduled for September 2005 availability.</p> <p>VA-POC: Cynthia Kindred (PM), 801-588-5070, cynthia.kindred2@va.gov</p> <p>Source: Office of Asset Enterprise Management, 5-Year Capital Plan (FY 2005-2010), Chap-8, page 135</p> <p>Information Date: 02/2005</p>

1.4.3.4. Categorization

Allow classification of data and information into specific layers or types to support an organization.

1.4.3.5. Knowledge Engineering

Support the translation of knowledge from an expert into the knowledge base of an expert system.

1.4.3.6. Knowledge Capture

Facilitate collection of data and information.

1.4.3.7. Knowledge Distribution and Delivery

Support the transfer of knowledge to the end customer.

1.4.3.8. Smart Documents

Support the interaction of information and process (business logic) rules between users of the document (i.e., the logic and use of the document is embedded within the document itself and is managed within the document parameters).

1.4.4. Records Management

Capabilities within this Service Type store, protect, archive, classify, and retire documents and information.

1.4.4.1. Record Linking / Association

Support the correlation between logical data and information sets.

1.4.4.2. Document Classification

Support the categorization of documents and artifacts, both electronic and physical.

Links to Z32 (listed alphabetically)	
Name	Description
PMA-Egov-ERM	<p>Name: Electronic Records Management Initiative (ERM)</p> <p>Description: The initiative will provide the business procedures and tools necessary to manage electronic records and will provide facilities for transfer electronic records to NARA.</p> <p>Type: "Federated Business Component" A sharable</p>

	<p>business process component and sharable information technology component.</p> <p>Origin: PMA-E-gov initiative, led by National Archive & Records Management Administration (NARA).</p> <p>Status: Component is in the Requirements Determination Stage; an implementation date has not been established.</p> <p>Availability: Sharable Component will be Available upon Development Project Completion (Date Undetermined).</p> <p>VA-POC: Loise Russell, Director, Records Management Service, 202-273-7501.</p> <p>Source: NARA Web-site: http://www.archives.gov/records_management/initiatives/erm_overview.html</p> <p>Information Date: 02/2005</p>
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1.4.4.3. Document Retirement

Support the termination or cancellation of documents and artifacts used by an organization and its stakeholders.

Links to Z32 (listed alphabetically)	
Name	Description
PMA-Egov-ERM	<p>Name: Electronic Records Management Initiative (ERM)</p> <p>Description: The initiative will provide the business procedures and tools necessary to manage electronic records and will provide facilities for transfer electronic records to NARA.</p> <p>Type: "Federated Business Component" A sharable business process component and sharable information technology component.</p> <p>Origin: PMA-E-gov initiative, led by National Archive & Records Management Administration (NARA).</p> <p>Status: Component is in the Requirements Determination Stage; an implementation date has not</p>

	<p>been established.</p> <p>Availability: Sharable Component will be Available upon Development Project Completion (Date Undetermined).</p> <p>VA-POC: Loise Russell, Director, Records Management Service, 202-273-7501.</p> <p>Source: NARA Web-site: http://www.archives.gov/records_management/initiatives/erm_overview.html</p> <p>Information Date: 02/2005</p>
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1.4.4.4. Digital Rights Management

Support the claim and ownership of intellectual capital and artifacts belonging to an organization.

Links to Z32 (listed alphabetically)	
Name	Description
PMA-Egov-ERM	<p>Name: Electronic Records Management Initiative (ERM)</p> <p>Description: The initiative will provide the business procedures and tools necessary to manage electronic records and will provide facilities for transfer electronic records to NARA.</p> <p>Type: "Federated Business Component" A sharable business process component and sharable information technology component.</p> <p>Origin: PMA-E-gov initiative, led by National Archive & Records Management Administration (NARA).</p> <p>Status: Component is in the Requirements Determination Stage; an implementation date has not been established.</p> <p>Availability: Sharable Component will be Available upon Development Project Completion (Date Undetermined).</p> <p>VA-POC: Loise Russell, Director, Records Management Service, 202-273-7501.</p>

	Source: NARA Web-site: http://www.archives.gov/recordsmanagement/initiatives/erm_overview.html Information Date: 02/2005
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1.5. Business Analytical Services Domain

The Business Analytical Services Domain defines the set of capabilities supporting the extraction, aggregation, and presentation of information to facilitate decision analysis and business evaluation.

1.5.1. Analysis and Statistics

Capabilities within this Service Type examine business issues, problems, and their solutions.

1.5.1.1. Mathematical

Support the formulation and mathematical analysis of probabilistic models for random phenomena and the development and investigation of methods and principles for statistical inference.

1.5.1.2. Structural / Thermal

Support the use of data flow and data modeling diagrams for applying systematic analysis of data.

1.5.1.3. Radiological

Support the use of radiation and x-ray technologies for analysis and scientific examination.

1.5.1.4. Forensics

Support the analysis of physical elements using science and technology for investigative and legal purposes.

1.5.2. Visualization

Capabilities within this Service Type convert data into graphical or picture form.

1.5.2.1. Graphing / Charting

Support the presentation of information in the form of diagrams or tables.

1.5.2.2. Imagery

Support the creation of film or electronic images from pictures or paper forms.

1.5.2.3. Multimedia

Support the representation of information in more than one form to include text, audio, graphics, animated graphics and full motion video.

1.5.2.4. Mapping / Geospatial / Elevation / GPS

Provide for the representation of position information through the use of attributes such as elevation, latitude, and longitude coordinates.

1.5.2.5. CAD

Support the design of products with computers.

1.5.3. Knowledge Discovery

Capabilities within this Service Type facilitate the identification of useful information from data.

1.5.3.1. Data Mining

Provide for the efficient discovery of non-obvious, valuable patterns and relationships within a large collection of data.

1.5.3.2. Modeling

Develop descriptions to adequately explain relevant data for the purpose of prediction, pattern detection, exploration, or general organization of data.

1.5.3.3. Simulation

Utilize models to mimic real-world processes.

1.5.4. Business Intelligence

Capabilities within this Service Type provide information that pertains to the history, current status, or future projections of an organization.

1.5.4.1. Demand Forecasting / Mgmt

Facilitate the prediction of sufficient production to meet an organization's sales of a product or service.

1.5.4.2. Balanced Scorecard

Support the listing and analyzing of both positive and negative impacts associated with a decision.

1.5.4.3. Decision Support and Planning

Support the analyze information and predict the impact of decisions before they are made.

1.5.5. Reporting

Capabilities within this Service Type organize data into useful information.

1.5.5.1. Ad Hoc

Support the use of dynamic reports on an as needed basis.

1.5.5.2. Standardized / Canned

Support the use of pre-conceived or pre-written reports.

1.5.5.3. OLAP

Support the analysis of information that has been summarized into multidimensional views and hierarchies.

1.6. Back Office Services Domain

The Back Office Services Domain defines the set of capabilities that support the management of enterprise planning and transactional-based functions.

1.6.1. Data Management

Capabilities within this Service Type provide for the usage, processing, and general administration of unstructured information.

1.6.1.1. Data Exchange

Support the interchange of information between multiple systems or applications; includes

verification that transmitted data was received unaltered.

1.6.1.2. Data Mart

Support a subset of a data warehouse for a single department or function within an organization.

1.6.1.3. Data Warehouse

Support the archiving and storage of large volumes of data.

1.6.1.4. Meta Data Management

Support the maintenance and administration of data that describes data.

1.6.1.5. Data Cleansing

Support the removal of incorrect or unnecessary characters and data from a data source.

1.6.1.6. Extraction and Transformation

Support the manipulation and change of data.

1.6.1.7. Loading and Archiving

Support the population of a data source with external data.

1.6.1.8. Data Recovery

Support the restoration and stabilization of data sets to a consistent, desired state.

1.6.1.9. Data Classification

Allow the classification of data.

1.6.2. Human Resources

Capabilities within this Service Type provide for the recruitment and management of personnel.

1.6.2.1. Recruiting

Support the identification and hiring of employees for an organization.

1.6.2.2. Resume Management

Support the maintenance and administration of one's professional or work experience and qualifications.

1.6.2.3. Career Development and Retention

Support the monitoring of performance as well as the professional growth, advancement, and retention of an organization's employees.

1.6.2.4. Time Reporting

Support the submission, approval, and adjustment of an employee's hours.

1.6.2.5. Awards Management

Support the recognition of achievement among employees of an organization.

1.6.2.6. Benefit Management

Support the enrollment and participation in an organization's compensation and benefits programs.

1.6.2.7. Retirement Management

Support the payment of benefits to retirees.

1.6.2.8. Personnel Administration

Support the matching between an organization's employees and potential opportunities as well as the modification, addition and general upkeep of an organization's employee-specific information.

1.6.2.9. Education / Training

Support the active building of employee capacities

1.6.2.10. Health and Safety

Support the security and physical well-being of an organization's employees.

1.6.2.11. Travel Management

Support the transit and mobility of an organization's employees for business purposes.

Links to Z32 (listed alphabetically)	
Name	Description
PMA-Egov-E-Travel	<p>Name: E-Travel Initiative</p> <p>Description: The Initiative will create a common government-wide travel service facility that can provide "end-to-end" travel services ranging from travel planning, to authorizations, to reimbursements. It will be commercially hosted to minimize technology costs.</p> <p>Type: "Business Component System" A sharable business process component and sharable administrative resource component.</p> <p>Origin: PMA-E-gov initiative, a Program managed by the U.S. General Services Administration (GSA).</p> <p>Status: The E-Travel Service (ETS) contract has been awarded and agencies are starting to migrate towards ETS. GSA has published the Federal Travel Regulation amendment requiring the use of ETS by December 2006.</p> <p>Availability: This shareable component is currently available.</p> <p>VA-POC: Timothy Burke (Program Manager) U.S. General Services Administration (GSA), (703) 872-8611, timothy.burke@gsa.gov</p> <p>Source: E-Gov Website: http://www.whitehouse.gov/omb/egov/c-4-6-eTravel.html.</p> <p>Information Date: 05/2005</p>

1.6.3. Financial Management

Capabilities within this Service Type provide the accounting practices and procedures that allow for the handling of revenues, funding, and expenditures.

1.6.3.1. Billing and Accounting

Support the charging, collection and reporting of an organization's accounts.

1.6.3.2. Credit / Charge

Support the use of credit cards or electronic funds transfers for payment and collection of products or services

1.6.3.3. Expense Management

Support the management and reimbursement of costs paid by employees or an organization.

Links to Z32 (listed alphabetically)	
Name	Description
PMA-Egov-E-Travel	<p>Name: E-Travel Initiative</p> <p>Description: The Initiative will create a common government-wide travel service facility that can provide "end-to-end" travel services ranging from travel planning, to authorizations, to reimbursements. It will be commercially hosted to minimize technology costs.</p> <p>Type: "Business Component System" A sharable business process component and sharable administrative resource component.</p> <p>Origin: PMA-E-gov initiative, a Program managed by the U.S. General Services Administration (GSA).</p> <p>Status: The E-Travel Service (ETS) contract has been awarded and agencies are starting to migrate towards ETS. GSA has published the Federal Travel Regulation amendment requiring the use of ETS by December 2006.</p> <p>Availability: This shareable component is currently available.</p> <p>VA-POC: Timothy Burke (Program Manager) U.S. General Services Administration (GSA), (703) 872-8611, timothy.burke@gsa.gov</p> <p>Source: E-Gov Website: http://www.whitehouse.gov/omb/egov/c-4-6-eTravel.html.</p> <p>Information Date: 05/2005</p>

1.6.3.4. Payroll

Involve the administration and determination of employee's compensation.

Links to Z32 (listed alphabetically)	
Name	Description
PMA-Egov-E-Payroll	<p>Name: E-Payroll Initiative</p> <p>Description: The E-Payroll Initiative will standardize and consolidate Government wide Federal civilian payroll services and processes by simplifying and standardizing HR/payroll policies and procedures and better integrating payroll, human resources, and finance functions.</p> <p>Type: "Business Component System" A sharable business process component and sharable administrative and information resource component.</p> <p>Origin: PMA-E-gov initiative, a Program managed by the U.S. Office of Personnel Management (OPM).</p> <p>Status: Consolidation of payroll services has been effected by the selection of four providers to furnish payroll services for the Executive branch. Migration of the 22 non-continuing payroll providers to one of the four, selected e-Payroll Providers is underway.</p> <p>Availability: This shareable component is currently available. The Department of Energy, Nuclear Regulatory Commission, NASA, and other agencies are currently availing of its services.</p> <p>VA-POC: Joe Campbell (Acting Program Manager) Office of Personnel Management (OPM), (202) 606-1534, jxcampbe@opm.gov.</p> <p>Source: E-Gov Website: http://www.whitehouse.gov/omb/egov/c-4-5-ePay.html.</p> <p>Information Date: 05/2005</p>

1.6.3.5. Payment / Settlement

Support the process of accounts payable.

1.6.3.6. Debt Collection

Support the process of accounts receivable.

1.6.3.7. Revenue Management

Support the allocation and re-investment of earned net credit or capital within an organization.

1.6.3.8. Internal Controls

Support the methods and procedures used by the organization to safeguard its assets, produce accurate accounting data and reports, contribute to efficient operations, and encourage staff to adhere to management policies and mission requirements.

1.6.3.9. Auditing

Support the examination and verification of records for accuracy.

1.6.3.10. Activity-Based Management

Support a defined, specific set of finance-related tasks for a given objective.

1.6.3.11. Currency Translation

Support the calculations and difference between multiple mediums of exchange.

1.6.4. Assets / Materials Management

Capabilities within this Service Type support the acquisition, oversight and tracking of an organization's assets.

1.6.4.1. Property / Asset Management

Support the identification, planning, and allocation of an organization's physical capital and resources.

1.6.4.2. Asset Cataloging / Identification

Support the listing and specification of available assets.

1.6.4.3. Asset Transfer, Allocation, and Maintenance

Support the movement, assignment, and replacement of assets.

1.6.4.4. Facilities Management

Support the construction, management, and maintenance of facilities for an organization.

1.6.4.5. Computers / Automation Management

Support the identification, upgrade, allocation, and replacement of physical devices, including servers and desktops, used to facilitate production and process-driven activities.

1.6.5. Development and Integration

Capabilities within this Service Type provide communication between hardware/software applications and the activities associated with deployment of software applications.

1.6.5.1. Legacy Integration

Support the communication between newer generation hardware/software applications and the previous, major generation of hardware/software applications.

1.6.5.2. Enterprise Application Integration

Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules.

1.6.5.3. Data Integration

Support the organization of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system.

1.6.5.4. Instrumentation and Testing

Support the validation of application or system capabilities and requirements.

1.6.5.5. Software Development

Support the creation of either graphical and process application, or system software.

1.6.6. Human Capital / Workforce Management

Capabilities within this Service Type provide for the planning and supervision of an organization's personnel.

1.6.6.1. Resource Planning and Allocation

Support the determination of strategic direction, the identification, and establishment of programs and processes, and the allocation of resources (capital and labor) among those programs and processes.

1.6.6.2. Skills Management

Support the proficiency of employees in the delivery of an organization's products or services.

1.6.6.3. Workforce Directory / Locator

Support the listing of employees and their whereabouts.

1.6.6.4. Team / Org Management

Support the hierarchy structure and identification of employees within the various sub-groups of an organization.

1.6.6.5. Contingent Workforce Management

Support the continuity of operations for an organization's business through the identification of alternative organization personnel.

1.6.6.6. Workforce Acquisition / Optimization

Support the hiring and re-structuring of employees and their roles within an organization.

1.7. Support Services Domain

The Support Services Domain defines the set of cross-functional capabilities that can be leveraged independent of Service Domain objective and/or mission.

1.7.1. Security Management

Capabilities within this Service Type protect an organization's hardware/software and related assets.

1.7.1.1. Identification and Authentication

Support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.

Links to Z32 (listed alphabetically)	
Name	Description
EA40-005	<p>Name: Authentication & Authorization Infrastructure Program (AAIP)</p> <p>Description: Provides encrypted computer access controls to assure the integrity of any electronic file or document transmitted or stored anywhere across VA.</p> <p>Type: "Business Component System" Sharable Information Resource Facility.</p> <p>Origin: Enterprise Cyber Security Program (ECSP) – 2006.</p> <p>Status: Production Pilot migrating to full deployment by January 2006.</p> <p>Availability: Component Available upon Development Project Completion.</p> <p>VA-POC: Fred Cato (PM), 202-273-xxxx, fred.cato@mail.va.gov</p> <p>Source: Office of Asset Enterprise Management, 5-Year Capital Plan (FY 2005-2010), Chapter 8, page 129.</p> <p>Information Date: 02/2005</p>

1.7.1.2. Access Control

Support the management of permissions for logging onto a computer or network.

1.7.1.3. Encryption

Support the encoding of data for security purposes.

1.7.1.4. Intrusion Detection

Support the detection of illegal entrance into a computer system.

1.7.1.5. Verification

Support the confirmation of authority to enter a computer system, application, or network.

1.7.1.6. Digital Signature

Guarantee the unaltered state of a file.

1.7.1.7. User Management

Support the administration of computer, application, and network accounts within an organization.

1.7.1.8. Role / Privilege Management

Support the granting of abilities to users or groups of users of a computer, application, or network.

1.7.1.9. Audit Trail Capture and Analysis

Support the identification and monitoring of activities within an application or system.

1.7.2. Collaboration

Capabilities within this Service Type allow for the concurrent, simultaneous communication and sharing of content, schedules, messages, and ideas within an organization.

1.7.2.1. Email

Support the transmission of memos and messages over a network.

1.7.2.2. Threaded Discussions

Support the running log of remarks and opinions about a given topic or subject.

1.7.2.3. Document Library

Support the grouping and archiving of files and records on a server.

1.7.2.4. Shared Calendaring

Allow an entire team as well as individuals to view, add, and modify each other's schedules,

meetings, and activities.

1.7.2.5. Task Management

Support a specific undertaking or function assigned to an employee.

1.7.3. Search

Capabilities within this Service Type provide for the probing and lookup of specific data from a data source.

1.7.3.1. Query

Support retrieval of records that satisfy specific query selection criteria.

1.7.3.2. Precision / Recall Ranking

Support selection and retrieval of records ranked to optimize precision against recall.

1.7.3.3. Classification

Support selection and retrieval of records organized by shared characteristics in content or context.

1.7.3.4. Pattern Matching

Support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context.

1.7.4. Communication

Capabilities within this Service Type transmit data, messages, and information in multiple formats and protocols.

1.7.4.1. Real Time / Chat

Support the conferencing capability between two or more users on a local area network or the internet.

1.7.4.2. Instant Messaging

Support keyboard conferencing over a Local Area Network or the internet between two or more

people.

1.7.4.3. Audio Conferencing

Support audio communications sessions among people who are geographically dispersed.

1.7.4.4. Video Conferencing

Support video communications sessions among people who are geographically dispersed.

1.7.4.5. Event / News Management

Monitor servers, workstations, and network devices for routine and non-routine events.

1.7.4.6. Community Management

Support the administration of online groups that share common interests.

Links to Z32 (listed alphabetically)	
Name	Description
EA40-006	<p>Name: Telecommunications Modernization Project (TMP)</p> <p>Description: Provides centrally managed, interoperable Wide Area Network services across all VA user communities and IT resource facilities.</p> <p>Type: "Business Component" Sharable Information Resource Facility.</p> <p>Origin: One-VA Telecommunications modernization program (TMP) – 2006.</p> <p>Status: Phase IV fully deployed into production.</p> <p>Availability: All major facilities currently available within the pilot-domain. All facilities will be available by January 2006</p> <p>VA-POC: Ray Poore (PM), 202-273-6520, ray.poore@mail.va.gov</p> <p>Source: Office of Asset Enterprise Management, 5-Year Capital Plan (FY 2005-2010), Chapter 8, page 129.</p> <p>Information Date: 02/2005</p>

1.7.4.7. Computer / Telephony Integration

Support the connectivity between server hardware, software and telecommunications equipment into a single logical system.

1.7.4.8. Voice Communications

Provide telephony or other voice communications.

1.7.5. Systems Management

Capabilities within this Service Type support the administration and upkeep of an organization's technology assets, including the hardware, software, infrastructure, licenses, and components that comprise those assets.

1.7.5.1. License Management

Support the purchase, upgrade, and tracking of legal usage contracts for system software and applications.

1.7.5.2. Remote Systems Control

Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment.

1.7.5.3. System Resource Monitoring

Support the balance and allocation of memory, usage, disk space, and performance on computers and their applications.

1.7.5.4. Software Distribution

Support the propagation, installation, and upgrade of written computer programs, applications, and components.

1.7.5.5. Issue Tracking

Receive and track user-reported issues and problems in using IT systems, including help desk calls.

1.7.6. Forms Management

Capabilities within this Service Type support the creation, modification, and usage of physical or electronic documents used to capture information within the business cycle.

1.7.6.1. Forms Creation

Support the design and generation of electronic or physical forms and templates for use within the business cycle by an organization and its stakeholders.

1.7.6.2. Forms Modification

Support the maintenance of electronic or physical forms, templates and their respective elements and fields.